

Michigan IV-D Child Support Manual
Michigan Department of Health and Human Services

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1. Introduction: MiChildSupport Portal

The [MiChildSupport portal](#)¹ is a “gateway” website that allows child support customers access to the following web applications and features contained within the portal:

- The MiCase website;
- The online *IV-D Child Support Services Application/Referral* (e1201);
- The *Online Child Support Response* form (e842)

¹ This manual section will also refer to the MiChildSupport portal as “the portal.”

- The Child Support Verification Tool (CSVT); and
- The “Learn More About Child Support” button.²

New users on the portal must create a login consisting of a username and password. Existing portal users (which includes existing MiCase website users) will log into the MiChildSupport portal with their current MiCase username and password. Once users log into the MiChildSupport portal, they will click the button for the application or feature they wish to access. This manual section describes the applications available within the MiChildSupport portal.

2. MiCase Website

“MiCase” is the name of the website that allows both non-custodial parents (NCPs) and custodial parties (CPs) to view their Michigan child support case information. Users can access the MiCase website through the MiChildSupport portal using a personal computer or mobile device.

Below is a general overview of the MiCase website, including the MiCase development process, communications, user authentication and password reset processes, security, and technical support.

2.1 Website Development: The MiChildSupport Workgroup³

In May 2011, the Program Leadership Group approved the charter for the new MiChildSupport Workgroup. Simultaneously, a new development process was implemented to accelerate the pace of updates to the MiCase website. These efforts replaced previously approved processes and resources.

The MiChildSupport Workgroup is composed of Office of Child Support (OCS), Friend of the Court (FOC), Prosecuting Attorney (PA), State Court Administrative Office (SCAO) and Michigan Child Support Enforcement System (MiCSES) staff.

The MiChildSupport Workgroup has two co-leads: one representative from OCS and one from the Department of Technology, Management & Budget (DTMB).

The workgroup reviews and prioritizes work for all outstanding issues, enhancement requests, fixes, and other changes related to the MiChildSupport portal. The MiChildSupport Workgroup also reviews draft policy and technical documentation prior to publication. The MiChildSupport Workgroup serves as a user acceptance test group for all MiCase changes.

² Clicking this button takes users to the [Michigan Department of Health and Human Services \(MDHHS\) Child Support website](#), where they can learn about the child support program.

³ This workgroup was formerly known as the MiCase Workgroup.

2.2 MiCase Communication Plan

The accelerated pace of the MiCase development process requires a different communication process than what OCS and MiCSES traditionally use. The communication efforts for the Policy Section and the Technical Communications Team (TCT) are described below.

2.2.1 Policy Section

Policy will be published to support the following:

- Introduction of new or revised forms or publications owned by the OCS forms committee or the interagency forms committee. An example of this is the *MiCase Letter* (DHS-1151).
- Updates to the *Michigan IV-D Child Support Manual* to reflect new services or changes in MiCase that affect “non-MiCase” policy for IV-D workers.

2.2.2 Technical Communications Team (TCT)

TCT maintains the [Screen Description](#), [Quick Reference Guide](#), and [Customer Information Guide](#) documents related to MiChildSupport and MiCase. TCT also maintains a [MiChildSupport Release Information page](#)⁴ similar to the MiCSES Release Information page on mi-support. The MiChildSupport Release Information page includes release notes of MiCase updates and other related resource information.

2.2.3 Communication to IV-D Staff

Other than the above communication efforts, IV-D staff may receive little or no advanced warnings or messages regarding impending changes to the MiCase application. Because the primary users of MiCase are not IV-D staff but are CPs and NCPs, changes to the application will require little action from, or advance notice to, IV-D staff.

When MiCase improvements or changes may significantly affect IV-D staff’s interaction with CPs and NCPs (e.g., when future functionality permits parents to update their case information through MiCase), MiCSES and OCS staff will publish information in advance of the change. Otherwise, to assist MiCase users (i.e., CPs and NCPs) or for the most up-to-date published materials about MiCase functionality, IV-D staff may reference the MiCase Release Information page on mi-support.

⁴ To access the MiChildSupport Release Information page on mi-support, click “MiChildSupport” under the Systems tab.

2.2.4 Communication to CPs and NCPs

A. MiChildSupport Workgroup Recommendations and Website Design

The MiChildSupport Workgroup develops recommendations for communication to CPs and NCPs who currently use MiCase or who have not yet set up an account. In addition, MiCase is designed with the users' needs in mind; it is intuitive like many web applications. Consequently, functionality and improvements to the site require little communication or training outside the application itself.

B. MiChildSupport Marketing Cards

MiChildSupport marketing cards are small, wallet-size cards that display the MiChildSupport logo and website address. The purpose of the cards is to increase public knowledge of the web portal and to encourage CPs and NCPs to sign up for a MiCase account.

OCS supplies local offices with MiChildSupport marketing cards as needed for distribution to CPs and NCPs. To order more cards, IV-D staff will enter a MiCSES Help Desk ticket and:

- Include the name and address of where they want the cards sent, along with an email address;
- Include the approximate number of cards needed; and
- Request the ticket be assigned to the MiChildSupport Workgroup.

2.3 MiCase User Authentication Process

2.3.1 Pre-January 2012 MiCase Sign-Up Process

The MiCase user authentication process prior to January 2012 consisted of users entering their Social Security number (SSN), last name and date of birth on the MiCase website. In addition, users answered three security challenge questions. Once this was completed and automatically verified against MiCSES information, a letter with the MiCase user's login ID and temporary password was mailed to his/her last-known good address. If MiCase users forgot their password, they were required to repeat the authentication process. Unfortunately, this process caused confusion, high volumes of returned mail, and delays in accessing MiCase.

2.3.2 Basic-Level Access MiCase User Authentication Process

A new user authentication (sign-up) process was implemented in January 2012. The process requires users to enter their SSN, last name, date of birth, IV-D number, and an email address on the MiCase website.

They also must provide answers to five security challenge questions. The identifying information is automatically verified against the data found on their MiCSES IV-D case.

If the MiCase user does not have a good mailing address or enters identifying information different from that on file with MiCSES, (s)he is alerted to this fact and is prevented from creating an account. The MiCase user is instructed to contact the FOC office for assistance.⁵

Upon verification with MiCSES, MiCase sends a message to the user's email address. This message contains a link to a web page allowing the user to create a password in MiCase. (Ref: the [MiChildSupport Web Site Customer Information Guide](#) for a more detailed discussion.)

Once a MiCase user creates his/her password, a progress bar showing "Basic Level Access" is displayed at the top of the website. Basic-level access is the introductory level of MiCase that allows access to case information but does not allow access to future site enhancements that are granted with full access. To gain full access, users must follow the full-level access authentication process (Ref: Subsection 2.3.3 below).

After a MiCase user creates his/her password and is granted basic-level access, MiCSES generates the *MiCase Letter* (DHS-1151) and sends it to the MiCase user's mailing address. (Ref: Subsection 2.3.4 for more information about the *MiCase Letter*.)

2.3.3 Full-Level Access MiCase User Authentication Process

The full-level access authentication process allows MiCase users to verify their identity in order to gain full-level access to MiCase. Full-level access gives MiCase users access to all advanced site features as they become available. Basic-level MiCase users must enter a Personal Identification Number (PIN) provided on the DHS-1151 to complete the full-level access authentication process.

A. For MiCase Users With Existing MiCase Accounts

These MiCase users can request a PIN by logging into MiCase and clicking the "Request PIN" link. This will generate the DHS-1151 that is sent to the MiCase user's mailing address.⁶ The DHS-1151 will provide the PIN and instructions on how to use it.

⁵ Ref: [Section 3.15, "Addresses," of the Michigan IV-D Child Support Manual](#) for more information about changing addresses.

⁶ Normally, users will receive the DHS-1151 within five to 10 business days, but it could take up to 14 days. Users cannot request another PIN until 14 days have elapsed to allow for delays in postal delivery.

B. For MiCase Users Without Existing MiCase Accounts

These MiCase users do not need to use the “Request PIN” link – they are signing up for a new account. The DHS-1151, sent as part of the initial sign-up process (basic-level access authentication), provides the PIN that the MiCase user may enter on MiCase.

C. For MiCase Users Who Lose Their DHS-1151 or PIN

If MiCase users lose their DHS-1151 and/or PIN before completing the authentication process, they may request another PIN by clicking the “Request PIN” link. MiCSES will send another DHS-1151 with a new PIN to the MiCase user.

Once a MiCase user logs into MiCase and enters his/her PIN, the progress bar displayed at the top of the website changes to “Full Level Access.”

2.3.4 *MiCase Letter* (DHS-1151)

When a MiCase user completes the basic-level access authentication process or requests a PIN via the full-level access authentication process, MiCSES sends the DHS-1151.

The DHS-1151 serves two functions:

- It attempts to confirm that the MiCase user created a MiCase account. In the event that the account was created in error or by someone other than the CP or NCP on the case, the DHS-1151 includes instructions on how to deactivate the account. If the individual has access to the Internet, (s)he will be able to deactivate the account using the instructions on the DHS-1151.
- It provides users a PIN to enter on MiCase to give them full access to all advanced features as they become available. The DHS-1151 includes instructions on where to enter the PIN on MiCase.

Returned DHS-1151 forms will be sent to OCS. The letter contains confidential information; therefore, all returned letters will be shredded. IV-D staff will not act upon DHS-1151 forms returned to OCS.

2.3.5 Forgotten Passwords

If MiCase users forget their password and want a password reset, they must reset it using MiCase. MiCase will ask MiCase users a random selection of three of the five security questions they answered during the authentication process. If they answer the questions correctly, MiCase

will send a message to their email address. The MiCase user will need to click on the link in the email message to create a new password.

2.3.6 Forgotten Username Recovery

If MiCase users forget their username and want to recover it, they must recover it using MiCase. MiCase users will re-enter their identifying information and answer a random selection of three of the five security questions they answered during the authentication process. MiCase will automatically verify the information against the data found on their MiCSES IV-D case, and send a message containing their username to their email address.⁷

2.3.7 MiCase Users Without a Valid Email Address

MiCase users without a valid email address will not be able to recover forgotten usernames or reset their passwords using the normal process. In these situations, the MiCase user's account will be locked and (s)he must sign up for a new MiCase account.

2.4 MiCase Security

The MiCase website has a level of security that safeguards MiCase user information. MiCase advises, but does not require, MiCase users to change their passwords every 90 days as a standard security practice. If basic-level access MiCase users do not log into MiCase for 180 days, their username and password will expire. MiCase users whose passwords have expired will need to go through the sign-up process again.

As an added security measure, usernames, passwords, and answers to security questions are not stored in MiCSES in a way that is readily retrievable by any IV-D staff.

2.5 IV-D Staff Interaction With Users Requesting MiCase Account Assistance

IV-D staff must confirm the identity of a MiCase user before providing assistance. IV-D staff will determine a user's identity by following standard procedures.⁸

IV-D staff will assist individuals with MiCase issues in the following circumstances.

⁷ At this time, there is no relationship between a user's MiCase email address and the user's email address on the *Member Demographics* (DEMO) screen in MiCSES.

⁸ Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for more information on verifying the identities of CPs/NCPs.

2.5.1 Individuals Without Internet Access Who Want an Account Deactivated

Upon receipt of the DHS-1151, if an individual does not have Internet access and wants the account deactivated, (s)he is instructed to call the FOC office for assistance.

- A. IV-D staff will verify the individual's identity.
- B. IV-D staff will enter a MiCSES Help Desk ticket and:
 - 1. Include the following information in an attached, encrypted file:⁹
 - The person's name and IV-D case number; and
 - The PIN listed on the DHS-1151;
 - 2. Request the ticket be ranked as a high priority; and
 - 3. Request the ticket be assigned to the MiCase Administrator.
- C. The MiCase Administrator will deactivate the MiCase account.

2.5.2 MiCase Users Who Cannot Find Their IV-D Case Number

- A. To assist users who cannot find their IV-D case number, IV-D staff will ask them if they have any letters or pieces of mail from a support specialist (SS) or the FOC office. The mailer page for these documents usually shows the case number at the bottom of the page.
- B. If individuals cannot find their IV-D case number on past IV-D correspondence, then IV-D staff will verify the identity of the user. IV-D staff may tell the user his/her IV-D case number after validating the individual's identity.

Note: The MiCase Administrator has neither the ability nor the authority to access case-based information for individuals and is unable to provide IV-D case numbers or any other case-related information.

2.5.3 MiCase Users Who Forget the Answers to Their Security Questions

IV-D staff do not have the ability to update or change a MiCase user's security questions and answers. When a MiCase user forgets the answers to his/her security questions, IV-D staff must follow the steps below.

⁹ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for information on email encryption requirements.

- A. IV-D staff will verify the individual's identity.
- B. After verifying the individual's identity, IV-D staff will enter a MiCSES Help Desk ticket and:
 1. Include the following information in an attached, encrypted file:
 - User's username;
 - User's name;
 - User's SSN;
 - User's IV-D case number; and
 - A valid email address where the user can be contacted;
 2. Request that the MiCase user's MiCase account be deactivated so (s)he may sign up for a new one;
 3. Request the ticket be ranked as a high priority; and
 4. Request the ticket be assigned to the MiCase Administrator.
- C. The MiCase Administrator will deactivate the MiCase account and send a confirmation message to the former MiCase user's email address entered in the Help Desk ticket.

2.6 *Ask a Question* Feature

MiCase allows MiCase users to ask a case-specific question of a MiCase Liaison¹⁰ or IV-D worker in their county and receive a response.

Each county can opt in or out of the *Ask a Question* feature at any time. By default, all counties are opted out of the *Ask a Question* feature until they ask to opt in.

2.6.1 Feature Overview

On the *Ask a Question* page, MiCase users can choose from a drop-down list of standard pre-defined questions, questions created by the MiCase Liaison, or a "free-form" text field that allows users to enter their own question.¹¹ After the user submits his/her question, MiCase will send an email notification to a single gatekeeper email account in the county where the user's docket resides. The email subject line will indicate that the email is from a MiCase user, and it will describe the type of question being asked. The MiCase Liaison will then answer the question in

¹⁰ The MiCase Liaison manages the *Ask a Question* feature in MiCase. For more information, reference Subsection 2.6.4 in this manual section.

¹¹ MiCase Liaisons in counties that participate in the *Ask a Question* feature will have the option to make the "free-form" text field available for users in their county.

MiCase or forward the question to another IV-D worker who will be responsible for responding to the question in MiCase.

If a MiCase user's docket resides in a county that does not participate in the *Ask a Question* feature, (s)he will not be offered the feature. If a MiCase user has multiple dockets in different counties, MiCase functionality will properly display each county's adopted approach.

2.6.2 Opting In to the *Ask a Question* Feature

If a county would like to participate in the *Ask a Question* feature, the local county FOC director or the office manager must submit a MiCSES Help Desk ticket to ask the MiCase Administrator to opt in the county and create a MiCase Liaison account for one or more IV-D workers in the county.

The Help Desk ticket must include the following information:

- Requester's first and last name;
- County name;
- First and last name of the MiCase Liaison(s);
- MiCSES login name(s)¹² of the MiCase Liaison(s);
- A single county gatekeeper email address to which MiCase emails will be sent (e.g., MiCase@samplecounty.com);¹³
- The request to turn on the *Ask a Question* feature for MiCase users in the county; and
- The starting date for MiCase users to ask questions, if it differs from the starting date of the *Ask a Question* feature in the county.¹⁴

The MiCase Administrator will:

- Turn on the *Ask a Question* feature for MiCase users in the county;
- Set up the MiCase Liaison account(s); and
- Send the MiCase Liaison(s) an email containing a MiCase username and a link to create a MiCase password.

¹² The MiCase Administrator will attempt to use the MiCSES login name to create the MiCase username. However, the MiCase username requires at least eight characters while the MiCSES login name does not; therefore, the MiCase username may differ from the MiCSES login name.

¹³ Even though there is only one gatekeeper email account per county, it is recommended that counties have at least one other MiCase Liaison to act as a back-up for the primary MiCase Liaison so that messages do not go unaddressed.

¹⁴ By default, the starting date for MiCase users to ask questions is the same as the date when the *Ask a Question* feature begins. However, the starting date can be set several days in the future to allow the MiCase Liaison to set up worker accounts and add optional county-based questions.

The MiCase Liaison account is distinct from the global user account described in Subsection 2.11 of this manual section. The global user can view MiCase user information only; a MiCase Liaison manages the *Ask a Question* feature and authorizes county IV-D staff to respond to questions.

2.6.3 Opting Out of the *Ask a Question* Feature

If a county wishes to end the *Ask a Question* feature, the local county FOC director, office manager, or MiCase Liaison must submit a MiCSES Help Desk ticket to ask the MiCase Administrator to opt out the county.

The Help Desk ticket must include the following information:

- Requester's first and last name;
- County name; and
- The request to turn off the *Ask a Question* feature for MiCase users in the county.

The county may provide a message on the MiCase website stating that the *Ask a Question* feature has been discontinued in that county and/or the reasons for discontinuation of the feature. This message will appear on the MiCase home page for 14 calendar days and will be visible only to MiCase users from that county.

The MiCase Administrator will:

- Turn off the *Ask a Question* feature for MiCase users in the county;
- Send an email message to the county gatekeeper account when the *Ask a Question* feature is turned off; and
- Set up a message for the county on the MiCase home page, if requested.

2.6.4 MiCase Liaison Actions

MiCase Liaisons manage the *Ask a Question* feature between MiCase users and IV-D worker(s). They set up IV-D worker accounts, specify questions that MiCase users in their county can ask IV-D workers, determine the response turnaround time, control access to the county gatekeeper email account, and respond to questions or delegate responses to questions to other IV-D workers, as appropriate.

A. Setting Up IV-D Worker Accounts in MiCase

MiCase IV-D worker accounts are different from the global user account described in Subsection 2.11 of this manual section. MiCase

IV-D worker accounts permit county IV-D workers to view and reply to questions asked using the *Ask a Question* feature.

The MiCase Liaison may create a MiCase IV-D worker account in MiCase using the *Admin Page for County Worker* page. The MiCase Liaison will enter the following information for each IV-D worker:¹⁵

- MiCSES login name;¹⁶
- First and last name of the IV-D worker; and
- The IV-D worker's county email address.

After the MiCase Liaison submits the information, the IV-D worker will receive an email containing a MiCase username and a link to set his/her MiCase password.

The MiCase Liaison may also modify or remove a MiCase IV-D worker account. **The MiCase Liaison will remove a MiCase IV-D worker account when the worker in question no longer performs MiCase IV-D work.**

B. Selecting MiCase User Questions

Local office procedures will determine what questions will be available in each county. The MiCase *County Questions* page displays both statewide and county-based questions.

1. Statewide Questions

The MiChildSupport Workgroup created a standard list of questions that is available to all counties, including a "free-form" text question that allows a MiCase user to enter his/her own question.

The MiCase Liaison may choose to accept all, some, or none of these questions based on his/her local office practices.

2. County-Based Questions

The MiCase Liaison has the option to create, modify, or delete unique questions that only MiCase users in his/her county may ask. MiCase users will see the exact wording chosen by the MiCase Liaison for unique county-based questions.

¹⁵ The MiCase Administrator also has the ability to create MiCase IV-D worker accounts.

¹⁶ The MiCase Administrator will attempt to use the MiCSES login name to create the MiCase username. However, the MiCase username requires at least eight characters while the MiCSES login name does not; therefore, the MiCase username may differ from the MiCSES login name.

C. Determining Response Turnaround Time

After a MiCase user submits a question on MiCase, an automatic message displays, stating (s)he will receive an answer within two business days. The MiCase Liaison may modify this length of time by contacting the Help Desk and entering a ticket.

D. Delegating Questions to the Appropriate IV-D Worker

MiCase will email user questions to the county's gatekeeper email address. The MiCase Liaison may choose to answer the questions or forward them to a worker with a MiCase IV-D worker account. The person designated to answer the question will log into MiCase to enter a response.

2.6.5 MiCase IV-D Worker Actions¹⁷

Depending upon local office procedures, MiCase IV-D workers will receive a forwarded MiCase user question from their MiCase Liaison. MiCase IV-D workers will research the question, log into MiCase, set the status of the question, and add a response by entering text, copying/pasting information, and/or uploading a document.

Note: IV-D workers must take care when reviewing cases with family violence to ensure that no confidential information is included in the response to the other party on the case.

A. Research Questions

Depending upon the question, MiCase IV-D workers may use MiCSES, FOC files, Business Objects, mi-support, or any other tool they require to research the MiCase user's question.

B. Respond to Questions

When the MiCase IV-D worker is ready to respond, (s)he will click the link¹⁸ in the email message and log into MiCase using his/her MiCase username and password.

The MiCase IV-D worker will complete the following steps:

¹⁷ The MiCase Liaison is also a MiCase IV-D worker and may perform all the same actions.

¹⁸ Instead of following this step, a IV-D worker may log into MiCase and use the *Question Archive* screen to search for a question.

1. Set the status of the question to:
 - In-Progress – If further information is pending; or
 - Replied – The MiCase IV-D worker answered the question.
2. Enter the response to the MiCase user's question, being as detailed as possible. The MiCase IV-D worker is not limited to a single response and may respond as many times as needed to complete the answer.
3. The MiCase IV-D worker may attach a document to the response, if needed.
4. The MiCase IV-D worker will enter a IV-D case note on the MiCase user's case using the *Notes Processor (NOTE)* screen in MiCSES. The note must indicate that a question was asked and answered through MiCase, but the note does not need to include details of the exchange.

After the MiCase IV-D worker enters a response, MiCase will send an email to the MiCase user's email account, informing him/her that (s)he may log into MiCase to view the response to the question.

The response is a permanent part of the IV-D case record. MiCase retains the question and answer indefinitely.

Note: MiCase IV-D workers will respond to "free-form" text questions based on local office practices. MiCase Liaisons will have the ability to block MiCase users who send inappropriate questions or attachments.

2.6.6 Email Security

All case information and confidential user information stays within the MiCase website. MiCase messages and notifications sent by email do not include confidential or federal tax information; therefore, encryption is not required.

Note: Outside of MiCase, email communication between IV-D staff that contains confidential information or federal tax information must follow encryption requirements.¹⁹

¹⁹ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information.

2.7 Password Reset for IV-D Workers

If MiCase IV-D workers forget their password, a password reset option is available in MiCase. By clicking a password reset link and entering their MiCase username, they will receive an email that contains a link to reset their MiCase password.

2.8 MiCase Technical Support, Assistance and Communication

MiCase users are able to send technical questions to the MiCase Administrator through the “Contact Us” link.²⁰

When a MiCase user clicks the “Contact Us” link, a screen will appear requiring the user to enter his/her contact information and email address. The MiCase user will also select his/her technical question from a drop-down list of pre-defined questions. MiCase sends all technical support questions to the MiCase Administrator.

2.8.1 Requests for Assistance

A. MiCase Administrator Actions

The MiCase Administrator manages requests for assistance using an established internal procedure. (S)he communicates with MiCase users via email at the address provided by the MiCase user on the “Contact Us” page. (S)he helps resolve users’ application- or site-related issues or directs them to the appropriate FOC office if they have case-specific questions.

1. Requests for Technical Assistance

If MiCase users request technical assistance related to web browsers and Internet access, the MiCase Administrator will send them a standard email reply with the requirements needed to view information on the MiCase website. If MiCase users request further assistance in accessing MiCase, they will be directed to contact their Internet provider.

2. Case-Specific Questions

If MiCase users have case-specific questions or they want to change their mailing address, the MiCase Administrator will send them a standard email reply directing them to contact their FOC office. A link to a list of all [FOC offices](#) is available on the “Contact Us” page.

²⁰ The MiCase Administrator does not have a direct phone number published on MiCase.

The MiCase Administrator has access to standard web protocols that include MiCase activity logs related to the entry of data on specific days and times. The MiCase Administrator does not have access to:

- User passwords; or
- Any user case-specific information in MiCase or MiCSES.

County FOCs or Local Options Administrators (LOAs) seeking to display an announcement or message on the MiCase website may contact the MiCSES Help Desk and enter a Help Desk ticket.

B. IV-D Worker Actions

CPs and NCPs are directed to contact their IV-D worker if they have a need for case-specific information or to change their mailing address.²¹ The IV-D worker is not expected to respond to MiCase users about any MiCase website mechanics or functioning. IV-D workers must advise users who have MiCase technical problems to email their questions through the MiCase “Contact Us” link.

Note: It is important to remember that member merge issues are case-based problems and cannot be resolved by the MiCase Administrator. If CPs or NCPs cannot see all their dockets due to the dockets not being merged, they will not have access to that information unless a member merge happens in MiCSES. In some instances, a member merge may not be possible due to the complexity of the data.

IV-D workers may contact the MiCSES Help Desk for assistance on questions related to the functioning of the MiCase website. However, IV-D workers must not tell MiCase users to contact the MiCSES Help Desk directly.

2.8.2 Informing CPs and NCPs

A. Broadcasting of Messages

The MiCase Administrator can add, change or delete any statewide or county-specific alerts or error messages appearing on the MiCase website as directed by county management or OCS.

²¹ MiCSES Help Desk tickets 302451, 412534, and 412535 were entered to allow CPs and NCPs to update their mailing addresses using MiCase. MiCase does not currently have the ability to accept address updates.

Statewide messages appear on the MiCase home page and login page.

County information displays only for the county where the case resides. For example, if a user selects his/her case that resides in county X, only county X messages will display.

B. “What’s New?” Page

MiCase has a [“What’s New?”](#) page that displays information on all releases and new functionality added to MiCase.

C. County Contact Information

A link to a page that lists all counties’ contact information is available via the “Contact Us” page on the MiCase website. The county information that appears on the website is drawn from the MiCSES *County Profile Information Editor (FCPE)* screen.

County FOCs or LOAs wanting different or additional information on the MiCase county contact page may contact the MiCSES Help Desk and enter a Help Desk ticket to request changes. Changing the county information that displays on MiCase will not affect the county information stored in MiCSES. In addition, changing county information in MiCSES will not change the county information on MiCase.

D. Frequently Asked Questions on MiCase

MiCase has a link to [Frequently Asked Questions](#). The Frequently Asked Questions are available to users who have not yet logged into MiCase as well as those who are logged into the website.

E. Notifications

MiCase offers users the option to receive notifications regarding various events related to their child support case(s). MiCase currently provides the following types of notifications:

- Address Missing
- Court Dates
- Account Charged
- Account Charged 1 Day
- Account Charged 3 Days
- Account Charged 5 Days
- Payment Confirmed
- Account Overdue

- Bench Warrant Issued
- Worker Response
- New Document Received
- Payment Received
- Billing Coupon Available

These notification types are listed on the Notification Settings page. For each type, users may choose to receive notifications via:

- MiCase (the Notifications page);
- Email; and/or
- Text message.

Users can choose whether to receive notifications through one or more of these methods, and they may change their notification settings at any time. Users will not be sent any notifications unless they choose to receive them by making their selections in the Notification Settings in MiCase.²²

Notifications will not contain any member information. The notifications will simply alert users that there is information regarding the notification topic in their MiCase account. For example, if a user receives the notification “New Document Received,” the user must access his/her MiCase account to view the document.

1. MiCase (the Notifications Page)

When users select a notification type, they will be asked, “Would you like to receive this notification?” If they click “Yes,” they will receive that notification via the MiCase Notifications page. This page displays notifications from most recent to oldest.

Notifications are categorized as Informational or Action:

- Informational notifications are deleted automatically after 30 days.
- Action notifications are displayed until the conditions for the notification are met.

When users receive a notification on MiCase, the number of new notifications will appear as a small indicator next to the envelope icon in the upper-right corner of the screen.

²² Ref: *MiCSES Customer Information Guide: MiCase Web Site* for more information.

2. Email and/or Text Notifications

In addition to receiving notifications on the Notifications page, users may receive notifications via email and/or text message.

If users choose to receive notifications via email, they must confirm their email address. MiCase will email users a link, and they will click the link to confirm their email address.

If users choose to receive notifications via text, they will be asked to enter their cell phone number. They will then be asked to confirm their cell phone number. MiCase will text a PIN to their cell phone number, and users will enter that PIN into MiCase.

IV-D workers with the MiCSES role of Admin Support are global MiCase users. They have view-only access to MiCase participants' email addresses, phone numbers, and other information via the *MiCase Access* (MCSE) screen in MiCSES. Ref: Subsection 2.11 in this manual section for more information about MiCase global users.

2.9 Displaying Forms on MiCase

The MiCase 5.1 Release on October 26, 2012 implemented new functionality to display MiCSES forms and letters. This functionality allows MiCase users to access previously mailed MiCSES forms and letters through MiCase.

Now, the MiChildSupport Workgroup has developed a governance process that determines which forms and letters are appropriate for display on MiCase. The MiChildSupport Workgroup will use this process to determine which MiCSES forms and letters to make available on MiCase.

2.9.1 Criteria for Displaying Forms

The MiChildSupport Workgroup will approve for consideration forms and letters that meet the following requirements:

A. Generated by an FOC Office

At this time, MiCase requires a user to have both a IV-D case and a docket. Forms and letters generated prior to the creation of the docket are not available for display.

B. Generated a Yearly Volume That Is Greater Than 10,000

The most frequently used forms and letters will be available first.

C. Printed Centrally

On-demand forms and letters printed locally need MiCSES design efforts before being made available for display; therefore, only items printed centrally are eligible to display on MiCase.

D. Contains the Address of a Single Party

Due to potential family violence risks, only forms and letters addressed to a single party are eligible to appear on MiCase.

E. Addressed to an NCP or CP

Employer or financial institution forms and letters are not available for display.

F. Contains a Single Mailer Page

Complex forms and letters with multiple mailer pages need further design and analysis and are not available for display.

G. Generated on or after January 1, 2010

Only forms and letters generated after January 1, 2010 will display.

The MiChildSupport Workgroup will revisit these criteria on a periodic basis.

2.9.2 Announcing Forms for Display

An email notification will announce all newly approved forms and letters for display on MiCase.

2.10 Differences Between County IVR²³ Systems, the MiSDU²⁴ and MiCase

The information available to MiCase users on the MiCase website is similar to the information available to CPs and NCPs on the county IVR systems. Due to differences in the batch schedules for payment and enforcement updates with these information sources, MiCase users may experience a temporary discrepancy when accessing information. The information available to CPs and NCPs on the county IVR system, MiSDU, and MiCase should be congruent within a timeframe of about one day.

²³ “IVR” stands for “Interactive Voice Response.”

²⁴ “MiSDU” is the acronym for the Michigan State Disbursement Unit.

The MiCase display is derived from MiCSES source data (screens, fields, and codes) that are described in the *MiChildSupport Web Site Customer Information Guide*. This guide also identifies the differences between the case information users hear on the IVR and the information users see in MiCase.

The MiCase website does not describe the reasons for any observed discrepancies in payment or enforcement information. The MiCase website directs MiCase users to contact the FOC with questions about their payment or enforcement information.

2.11 MiCase Global Users

2.11.1 Access to MiCase

IV-D workers with the MiCSES role of Admin Support have access to the case information that users see on MiCase. This role was selected because the majority of IV-D workers already have the Admin Support role. IV-D workers must contact their LOA if they do not currently have this role and they want to access MiCase as a global user.

The MCSE screen in MiCSES serves as a secure IV-D access to MiCase so IV-D workers can look up MiCase users' case information. Clicking the "Access MiCase" button on the MCSE screen will direct the global user to the MiCase website. The global user will not need a username or password to access MiCase user information because MiCSES has already established a secure connection within MiCSES.

In MiCase, the global user can access any view-only screens, such as payment and enforcement information screens. However, the global user cannot perform any interactive functions, such as changing a password, submitting questions, requesting a PIN, or changing a MiCase user's security questions or answers.

2.11.2 Searching in MiCase

The global user can search the MiCase website for a specific MiCase user to assist him/her with payment and enforcement information. At a minimum, the global user must enter the last name and county number to search for a user. With these search criteria entered, MiCase will display only the first 50 MiCase usernames that meet these criteria. The global user also has the option to narrow the search by entering the first name, date of birth, or docket ID of the MiCase user.

When global users conduct a MiCase user search on MiCase, only MiCase users who have completed the sign-up process on MiCase will appear in the search results. Each MiCase user listed will have a username status of "Active" or "Locked." The "Active" status means the

MiCase user has access to MiCase. When a MiCase user's status is "Locked," it means that the MiCase Administrator deactivated the account or that a basic-level access MiCase user account was inactive for more than 180 days.

2.11.3 Entering a MiCSES Help Desk Ticket

If a global user has a question or comment about MiCase or wants to report an issue with the website or data that is being displayed, (s)he should enter a MiCSES Help Desk ticket. The MiCSES Help Desk will route the ticket to the appropriate team for a response or resolution of the issue.

2.11.4 Exiting MiCase

When exiting MiCase, global users must click the "Logout (Global User viewing username: xxxxxxxx)" link located in the top menu bar; otherwise, the session will stay open until it times out in 20 minutes.

3. Online IV-D Child Support Services Application/Referral (e1201)

3.1 Overview

The e1201 application, which was launched statewide in April 2014,²⁵ allows applicants to electronically apply for IV-D services. The e1201 uses a self-directed, interview-style approach²⁶ to guide applicants through the application process. It allows for increased accessibility, efficiency and convenience for applicants, IV-D staff and partner agencies. The paper DHS-1201 is still available; the e1201 does not replace the DHS-1201.

The e1201 allows applicants to complete and submit the IV-D application online. The e1201:

- Guides the applicant while (s)he completes the request for IV-D services;
- Ensures that the applicant provides all required information;²⁷ and
- Allows an applicant to identify *multiple* NCPs for multiple children through a single electronic interview process. For example, a grandmother can apply for services for multiple children in her home, each with different parents, by completing a single (albeit expanded) electronic interview.

²⁵ OCS conducted a limited pilot of the e1201 between November 2013 and April 2014.

²⁶ This is a similar approach taken by self-guided/directed, context-sensitive software, such as certain income tax return software.

²⁷ Ref: Subsection 3.2, "e1201 Applicant Experience," in this manual section for the specific information that the e1201 requires. The SS may still need to contact applicants to obtain more detailed information in order to progress the case.

3.2 e1201 Applicant Experience

New users (new applicants) on the MiChildSupport portal must create a login consisting of a username and password. Existing MiCase users will log into the MiChildSupport portal with their current MiCase username and password. Once logged into the MiChildSupport portal, the user may choose to access either MiCase to view existing case and docket information or the e1201 to apply for child support services.

The e1201 is designed to obtain information for all fields on the online DHS-1201²⁸ but will not require the applicant to complete all fields. The e1201 will ask the applicant follow-up questions based upon his/her answers to previous questions. While the e1201 requests all relevant information pertaining to the application, the applicant may leave information blank. Consequently, some fields on the resulting online DHS-1201 may be blank.

Before the e1201 allows an applicant to submit an application, (s)he must provide, at a minimum:

- His/her first and last name and address;
- The child(ren)'s name(s) and SSN(s) or date(s) of birth;
- The name of the person with whom the child(ren) is living; and
- Responses to the acknowledgements in sections F and G of the DHS-1201, including disclosure of the applicant's SSN and receipt of the pamphlet *Understanding Child Support: A Handbook for Parents* (DHS-Pub 748).²⁹

If the applicant does not provide the minimum required information, (s)he will not be able to submit the online application. Future versions of the e1201 may require the applicant to provide more information depending upon the applicant's relationship to the child and the NCP.

As the applicant progresses through the interview questions, the e1201 displays a progress bar showing the applicant where (s)he is in the application process. The e1201 also allows the applicant to save his/her application and complete it at a later date, if needed.

When the applicant begins the e1201, the e1201 creates an *application* identification number (ID). This is an internally generated unique number used to track the association between the applicant and his/her e1201.

²⁸ "Online DHS-1201" is used throughout this manual section to refer to the PDF application form(s) that results from completion of the e1201.

²⁹ The e1201 provides a link to the DHS-Pub 748.

During the submission process, the applicant will have an opportunity to print or save the resulting online DHS-1201(s).³⁰ Instructions in the e1201 recommend that the applicant print the online DHS-1201(s) for his/her records. In certain cases (such as when there are existing orders, a personal protection order, etc.), the e1201 will inform the applicant that (s)he must print the online DHS-1201(s) and mail it to OCS along with other required documents.

3.3 Processing the Resulting Online DHS-1201s

The e1201 creates a completed online DHS-1201(s) as a PDF file. The online DHS-1201 contains the following information in the “Return completed application to” section on its signature page:

Application Submitted Electronically
Application ID: 9999999999-8888888888³¹

The PDFs may be accessed indefinitely via the MiChildSupport portal. This allows MiCase global users to view submitted online DHS-1201s as needed for case processing.³²

When an applicant submits an e1201, the MiChildSupport portal will automatically transmit the information in the e1201 to MiCSES. MiCSES processes e1201 applications in a manner similar to that used for automated referrals from Michigan’s assistance program system, Bridges.³³

4. Online Child Support Response Form (e842)

4.1 Overview

CPs who have been referred to the child support program based on their receipt of public assistance benefits must provide information to OCS to begin their child support case. The e842 allows CPs to provide this information electronically via the MiChildSupport portal. The e842 uses a self-directed, interview-style approach similar to the e1201 to guide CPs through the interview process. It provides increased accessibility, efficiency and convenience to child support services for CPs, IV-D staff and partner agencies. CPs who are unable to complete the e842 may call OCS at (866) 540-0008 to provide the requested information.

³⁰ The e1201 creates as many online DHS-1201s as needed, creates a unique *form* ID for each online DHS-1201 (different from the unique application ID discussed above), and stores each online DHS-1201 as a separate PDF file.

³¹ In this example, 9999999999 is the *application* ID and 8888888888 is the *form* ID. These IDs were discussed in Subsection 3.2 of this manual section.

³² OCS has filed a ticket (INC000000449196) to make the PDF accessible within MiCSES as well as the MiChildSupport portal. This will be considered for a future release.

³³ Ref: [Section 2.05, “Referrals and Applications,” of the Michigan IV-D Child Support Manual](#) for more information on the e1201.

4.2 e842 CP Experience

After a CP is referred to the child support program, (s)he will receive the *First Customer Contact Letter* (OCS0015) directing him/her to provide required information to help OCS start a child support case. If the public assistance referral results in the creation of multiple IV-D cases, the CP will receive a separate OCS0015 for each IV-D case created.³⁴

The OCS0015 asks the CP to complete the *Online Child Support Response* form on the MiChildSupport portal.³⁵ If the CP does not already have a MiChildSupport account or has a MiChildSupport account that is not a full-level access account, the OCS0015 will include instructions for the CP to create or upgrade his/her account to access the e842. These instructions include a PIN that must be used to allow the account to become a full-level access account. If the CP receives multiple OCS0015s, the same PIN will be provided.

If the CP is unable to access the e842 on the MiChildSupport portal, (s)he must call OCS at (866) 540-0008. Existing full-access MiChildSupport users will log into the portal with their current username and password. Once logged into the portal, users may access the e842 to provide required information for their new case.

The e842 is designed to collect case and member information, but it will not require the CP to provide all requested information.³⁶ Consequently, some fields on the resulting e842 PDF may be blank. It will be prepopulated with information from MiCSES, allowing the CP to provide only the missing information or to correct the prepopulated information. The e842 will ask the CP subsequent questions based upon his/her answers to previous questions.

However, before the e842 allows a CP to submit an application, (s)he must, at a minimum, provide:

- His/her first and last name;
- His/her date of birth;
- His/her SSN;
- His/her residential and mailing addresses;
- Marital information about the child(ren)'s mother, including her marital history and her former spouse's name;
- The child(ren)'s first and last name(s);

³⁴ When a IV-D case has enough information to proceed, the SS will review the case before creating a court action referral.

³⁵ The OCS0015 and other letters sent to the CP refer to the MiChildSupport "portal" as the MiChildSupport "website."

³⁶ A CP may be the mother, the father, or a third party. Third-party CPs may not be able to provide all the required information and therefore may need to speak to an SS to progress the case.

- Child(ren)’s date(s) of birth (if the CP is the mother);
- The relationship of the CP to the child; and
- The relationship of the NCP to the child.

If the CP does not provide the minimum required information for submission, (s)he will not be able to submit the e842. If the CP provides the minimum required information but fails to provide the additional information that IV-D staff typically need to progress the case, (s)he will need to call OCS to progress his/her case. The e842 status, explained below, will inform the CP of this expected next step.³⁷

As the CP progresses through the e842 interview questions, the e842 displays a progress bar showing the CP where (s)he is in the process. The e842 also allows the CP to save his/her information and complete the e842 later, if needed.

The e842’s case Selection Page will provide a status of the CP’s IV-D case to inform him/her about the progress of the case. The possible case statuses and their corresponding scenarios are listed below.

Case Status	Scenario
Not Started	The SS Activity Chain ³⁸ is open, but the CP has not started the e842.
Not Submitted	The SS Activity chain is open and the CP has started the e842 but has not submitted it yet.
More info needed, call 1-866-540-0008 to provide information as directed by your letter.	The SS Activity Chain is open but the CP submitted an incomplete e842. ³⁹
More info needed, call 1-866-540-0008 to provide information by xx/xx/xxxx. ⁴⁰	The SS Activity Chain is open, the CP submitted an incomplete e842, and an OCSCONT2 has been sent.
Submitted, OCS processing response form.	The SS Activity Chain is open and the e842 has been submitted with all of the information that is required for SS review.

³⁷ Ref: Section 2.05, Subsection 5.5.3 for further discussion of the additional information typically needed to progress the case.

³⁸ Ref: [MiCSES Customer Information Guide \(CIG\): SSACT – Support Specialist Case Activity Chain](#) for more information.

³⁹ An incomplete e842 is one that was submitted without enough information for the SS to proceed with the case.

⁴⁰ The date that appears in the case status will be the same date that appears in the *Client Contact Letter 2* (OCSCONT2).

Case Status	Scenario
OCS processed response form. You will be contacted for further action.	The CP submitted a complete e842, and the IV-D case has been referred to the PA.
Not cooperating, call 1-866-540-0008.	The case is in noncooperation.
Response form submitted but not yet processed. Call 1-866-540-0008 if needed.	The SS Activity Chain is closed and an e842 has been submitted, but the IV-D case has not been referred to the PA.
Call 1-866-540-0008 by xx/xx/xxxx ⁴¹ to provide more information.	The SS has sent the OCSCONT to the CP.

4.3 Processing the e842

Once the CP submits the e842, a PDF copy of the e842 will be available for him/her to print and retain. Also, the PDF will be stored on the *Historical Reprints* (FHST) screen in MiCSES. MiCSES will then process the information obtained from the e842 and update the case through the overnight referral batch processes.⁴²

4.4 e842 Technical Assistance and Password Resets

e842 users who are experiencing technical difficulties, or who have forgotten their passwords may follow the same processes outlined for MiCase users in Subsection 2 of this manual section.

5. Child Support Verification Tool (CSVT)

5.1 Overview

The Michigan State Housing Development Authority (MSHDA) is a state agency that provides financial and technical assistance through public and private partnerships to create and preserve safe, decent, and affordable housing. As part of its duties, MSHDA and its agents (MSHDA housing representatives) administer housing assistance programs. Federal regulations require, as a condition of housing assistance, that applicants and participants sign a waiver authorizing MSHDA housing representatives to verify their income information which includes, but is not limited to, child support payments they have received.⁴³ MSHDA housing representatives must verify the income of an applicant or participant:

⁴¹ The date that appears in the case status will be the same date that appears in the *Client Contact Letter* (OCSCONT).

⁴² Ref: Section 2.05 of the *Michigan IV-D Child Support Manual* for more information on case processing and the e842.

⁴³ 24 Code of Federal Regulations (CFR) 5.236; 24 CFR 5.659; 26 CFR 1.42-5

- When (s)he applies for housing assistance;
- Annually, to redetermine the participant’s eligibility for housing assistance; and
- As needed, when there is a change in household composition or a participant reports a change in household income.

To streamline the verification of child support for housing assistance applicants and participants, OCS and MSHDA have entered into a data-sharing agreement and collaboratively developed the CSVT. MSHDA housing representatives with a CSVT user role⁴⁴ will access the CSVT through the MiChildSupport portal. The CSVT allows a limited number of housing representatives to verify the child support payments received by housing assistance applicants and participants. The CSVT’s intended benefits are to:

- Provide an efficient child support verification process for MSHDA housing representatives;
- Reduce the number of paper verifications that IV-D staff would otherwise receive; and
- Identify and prevent potential non-reporting of child support income on the part of housing assistance applicants and participants, resulting in savings to taxpayers.

5.2 User Roles

The CSVT provides the following three user roles, each designed for specific, limited functions: OCS Auditor, MSHDA Gatekeeper, and MSHDA User. Each role is discussed in detail below.

5.2.1 OCS Auditor

The OCS Auditor is a CSVT administrator role assigned only to selected OCS Program Development Division (PDD) staff, for purposes of auditing CSVT usage.⁴⁵ The OCS Auditor may access a CSVT administrator page (“Admin Console”) that allows him/her to access two reports as needed to audit user accounts and user activity:

- An Account Status report, which provides a list of all active CSVT user accounts and provides information regarding those accounts, such as the user’s name, office, and contact information; and
- A User Activity report, which provides the following information on CSVT user activity:
 - A search number;⁴⁶

⁴⁴ Ref: Subsection 5.2 of this manual section for information on CSVT user roles.

⁴⁵ Ref: Subsection 5.4 of this manual section for more information on CSVT user activity auditing.

⁴⁶ A search number is a unique number assigned to each query.

- The SSN that was searched;
- The date and time the query was performed;
- Whether a detailed report was retrieved for that query; and
- The username of the user who had performed the query.

The audit reports allow OCS and MSHDA to identify active and inactive accounts, detect and deter misuse of the CSVT, and support after-the-fact investigations of misuse.

An OCS Auditor may perform child support income verification queries⁴⁷ but cannot create or manage user accounts.

5.2.2 MSHDA Gatekeeper

The MSHDA Gatekeeper is a CSVT administrator role assigned only to four MSHDA employees.⁴⁸ MSHDA Gatekeepers are responsible for the day-to-day oversight of CSVT user account management and activity. Specifically, MSHDA Gatekeepers are responsible for the following tasks:

- A. MSHDA Gatekeepers will review and approve the security forms submitted by MSHDA housing representatives requesting the MSHDA User role. MSHDA housing representatives will request the MSHDA User role by completing a *Michigan State Housing Development Authority Client Information System Enrollment Profile/Security Agreement* (MSHDA-1796a or MSHDA-1796b)⁴⁹ and submitting it to a MSHDA Gatekeeper.
- B. Upon receiving a MSHDA-1796a or MSHDA-1796b, the MSHDA Gatekeeper will confirm the identity of the individual submitting the form and that (s)he requires access to the CSVT in order to perform his/her job duties.
- C. MSHDA Gatekeepers will maintain copies of completed MSHDA-1796a and MSHDA-1796b forms for three years for audit purposes.
- D. MSHDA Gatekeepers will manage MSHDA User accounts.⁵⁰ The MSHDA Gatekeeper will access the Admin Console to create and delete MSHDA User accounts and update account information for MSHDA Users.

⁴⁷ Ref: Subsection 5.2.3 for more information on the income verification query.

⁴⁸ If needed, OCS and MSHDA may revise the number of employees assigned the MSHDA Gatekeeper role at a future date.

⁴⁹ State of Michigan MSHDA employees submit a MSHDA-1796a; MSHDA contractors submit a MSHDA-1796b. However, the names and content of these forms are subject to change.

⁵⁰ Ref: Subsection 5.2.3 of this manual section for information on the MSHDA User role.

- E. The MSHDA Gatekeeper must promptly remove access for any MSHDA User who no longer requires access to the CSVT. MSHDA Gatekeepers will audit MSHDA User accounts twice a year⁵¹ to ensure each user's access to the CSVT is necessary to perform his/her job duties. To assist in MSHDA User account management, the MSHDA Gatekeeper may access the Admin Console and view or print the Account Status report, which provides a list of all active CSVT user accounts.
- F. The MSHDA Gatekeeper will coordinate with the OCS Auditor during any user activity audits⁵² to ensure income verification queries are appropriate and authorized by the housing assistance applicants and participants whose information is being queried. To assist in this process, the MSHDA Gatekeeper may access the User Activity report through the Admin Console.
- G. The MSHDA Gatekeeper may also perform income verification queries and generate PDF documents of query results to assist in troubleshooting issues for MSHDA Users.

5.2.3 MSHDA User

The MSHDA User role has basic-level access to the CSVT.

A. Limitations on Use of the CSVT

Access to the MSHDA User role will be limited to MSHDA housing representatives and other MSHDA staff who, as part of their job duties, must verify the child support income of housing assistance applicants and participants. MSHDA Users will use the CSVT to verify the amount of child support the applicant or participant has received as part of the housing assistance process; CSVT access is not permitted for any other purpose. When performing a query, each MSHDA User acknowledges (s)he is in possession of a waiver signed by the housing assistance applicant or participant that explicitly authorizes verification of the child support the applicant or participant has received.⁵³ Unauthorized "browsing" of records is strictly

⁵¹ Scheduled account reviews and user activity audits will take place in April and October of each year.

⁵² Ref: Subsection 5.4 of this manual section for more information on the user activity auditing process.

⁵³ MSHDA has updated its waiver forms to provide specific notice to individuals that housing representatives will verify their child support payment information as part of determining eligibility for housing assistance.

prohibited; it will result in immediate termination of the user's access and possible referral for prosecution.⁵⁴

B. CSVT Verification Query

To submit a query, the user will enter the housing assistance applicant's or participant's SSN, which the CSVT will match against child support records. The entered SSN must **exactly** match an SSN maintained in MiCSES in order for the CSVT to return a result. If the CSVT does not return a result, a message will inform the user that no matching result exists.

If the CSVT finds an exact match, it will return the individual's name and partially masked SSN, and will indicate whether the applicant or participant received child support. The user may also click a "report" button to retrieve a detailed report with the following data:

- The individual's name;
- The individual's partially masked SSN;
- The individual's court-ordered support amount at the time of the query;
- A list of each child support payment the individual has received over the past 12 months, plus any support payments received in the current month;⁵⁵ and
- The total amount of support the individual has received during the past 12 months, plus any support received in the current month.

Users may also generate a PDF copy of the report to satisfy MSHDA's record-keeping requirements.

Note: If the CSVT does not return a result, but the applicant or participant says (s)he has a child support case, (s)he may contact the FOC to resolve the discrepancy.

5.3 Requesting Access to the CSVT

How a user will request access to the CSVT depends upon the role they are requesting. MSHDA housing representatives requesting the MSHDA User role will request access to the CSVT using MSHDA's existing security and

⁵⁴ MSHDA agrees to immediately notify OCS of any suspected abuse or misuse of the CSVT or its data by contacting OCS at (517) 373-9202 during business hours. If MSHDA discovers an incident during non-business hours, it will report the incident by contacting the DTMB Client Service Center. MSHDA will also report the incident to OCS on the next business day.

⁵⁵ The CSVT will not identify the payment source of any support amounts to satisfy disclosure restrictions on certain data such as federal tax information.

confidentiality forms and system access process,⁵⁶ whereas staff requesting the MSHDA Gatekeeper or OCS Auditor role will request access using OCS's security and confidentiality forms and system access process.⁵⁷

5.3.1 MSHDA Users

MSHDA housing representatives will request access as a MSHDA User by completing a MSHDA-1796a or MSHDA-1796b as appropriate and submitting it to a MSHDA Gatekeeper. By signing the MSHDA-1796a or MSHDA-1796b, a User agrees to:

- Comply with State of Michigan Computer Crime Laws;⁵⁸
- Use the CSVT solely to perform his/her job functions;
- Escalate to MSHDA any threat to, or violation of, system security;
- Protect his/her username and password from unauthorized use;
- Abide by all applicable state and federal data privacy laws; and
- Protect data by logging off or locking his/her unattended workstation.

MSHDA Users will also submit requests to change account information and delete accounts to a MSHDA Gatekeeper. The MSHDA Gatekeeper will then create, change, or delete the account as necessary. This process will help ensure users requesting access are notified of the restrictions governing CSVT use.

5.3.2 MSHDA Gatekeepers and OCS Auditors

For the initial CSVT rollout, MSHDA will designate four MSHDA employees who will serve as MSHDA Gatekeepers. MSHDA will provide to OCS a list of those individuals on office letterhead, signed by the MSHDA Director of Rental Assistance & Homeless Solutions ("MSHDA Director") or his/her designee. Also, MSHDA will submit a completed and signed *IV-D Program Request for Computer Access* (DHS-393) for each named MSHDA Gatekeeper.

MSHDA must notify OCS of any deletions, changes or additions to the MSHDA Gatekeeper list. The notice must be on office letterhead, must specifically state any changes to the list, and must be signed by the MSHDA Director or his/her designee. The notice must also be

⁵⁶ However, upon each login to the CSVT, all users will electronically sign a IV-D-specific security agreement.

⁵⁷ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information and instructions regarding OCS security forms.

⁵⁸ Michigan Compiled Law (MCL) 752.791, et seq.

accompanied by completed security forms that are appropriate to the deletion, change or addition.⁵⁹

MSHDA will fax notices and appropriate forms to (517) 373-4980, Attention: OCS PDD Authorized Requester.

OCS PDD staff requesting the OCS Auditor role will complete a DHS-393 and submit it to his/her Authorized Requester for approval. Likewise, users requesting a change to, or deletion of, an OCS Auditor account must complete and submit a DHS-392 or DHS-395, as appropriate.

5.4 CSVT User Activity Audit

Unauthorized disclosure or misuse of confidential information by CSVT users is prohibited and subject to state and federal laws imposing legal sanctions.⁶⁰ To detect and deter CSVT misuse, OCS and MSHDA will audit CSVT user activity at least once every six months or upon learning of possible or known misuse of the CSVT. MSHDA will keep copies of applicants' and participants' signed waivers for at least three years for audit purposes. OCS and MSHDA will use the process below to audit CSVT user activity.

The OCS Auditor will run the User Activity report, specifying a desired date range (e.g., six months). The User Activity report will return a list of queries performed by CSVT users during that date range. The OCS Auditor will use this report to audit CSVT access and CSVT usage.

An audit will consist of two activities. The first activity will verify that CSVT users have valid security forms on file, permitting authorized use of the CSVT. The OCS Auditor will create a sample by randomly identifying 5 percent of CSVT users or five users, whichever is higher, from the User Activity report. The MSHDA Gatekeeper will then verify that each user is authorized to use the CSVT. If non-compliance is identified, additional users may be sampled as agreed upon by OCS and MSHDA.

The second activity will verify that MSHDA housing representatives maintain a current waiver for applicants/participants who are queried. OCS will randomly select 10 queries from each CSVT user identified in the first audit activity. The OCS Auditor will send the sample to the MSHDA Gatekeeper in an encrypted spreadsheet. The MSHDA Gatekeeper will then confirm that the MSHDA User followed proper procedures to gain access to the CSVT, and that a signed, current waiver exists for each applicant in the sample. (S)he will immediately notify the OCS Auditor whether any discrepancies exist. If the audit reveals any

⁵⁹ *IV-D Program Request to Delete Computer Access* (DHS-392), *DHS-393*, or *IV-D Program Request for Changing Computer Access* (DHS-395).

⁶⁰ 42 United States Code (USC) 3544(c)(3)(A)-(B).

unexplained discrepancies, the OCS Auditor will immediately escalate the issue to OCS management by beginning incident reporting procedures.⁶¹

Upon completing the audit, the MSHDA Gatekeeper will provide the audit results in writing to the OCS Auditor within 30 calendar days of the initial request. The OCS Auditor will forward the audit results to the OCS Security Analyst, who will retain the results for three years for auditing purposes.

Note: If MSHDA passes its first full audit period⁶² with 100 percent accuracy, OCS will sample only five queries per user in subsequent years' audits. However, if a subsequent year's audit finds non-compliance, the first-year audit structure will be reinstated for a one-year probation period. OCS and MSHDA will reinstate the reduced audit process if all audits pass in a probation year.

SUPPORTING REFERENCES:

Federal

42 USC 3544(c)(3)(A)

42 USC 3544(c)(3)(B)

24 CFR 5.236

24 CFR 5.659

26 CFR 1.42-5

45 CFR 303.21(f)

State

MCL 752.791

REVISION HISTORY:

[IV-D Memorandum 2016-008](#)

IV-D Memorandum 2015-019

IV-D Memorandum 2015-008

IV-D Memorandum 2014-008

IV-D Memorandum 2013-014

IV-D Memorandum 2012-025

⁶¹ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information on incident reporting procedures.

⁶² For purposes of this policy, the "first full audit period" is defined as the first full year in which all MSHDA divisions expected to use the CSVT make actual use of the CSVT.